

**Statement of Work (SOW)
For Technology Services
Issued By**

Minnesota Office of the State Auditor

Project Title: 2013-2014 Network Upgrade and Maintenance

***Network (Data, Video, Voice) - LAN/ WAN Internet Support, and
*Network (Data, Video, Voice) - Operating System, and
*Network (Data, Video, Voice) – Operations, and
*Server (Data, Video, Voice) – Support**

Note: Vendor must be approved in all the categories listed above.

Business Need

- The Office of the State Auditor (OSA) has a centralized network with connections to six field offices and three work sites. The network at 525 Park Street, Suite 500, St. Paul, Minnesota, 55103 (main office), consist primarily of virtualized servers using VMware. The servers at the main office are a mixture of Novell NetWare 6.5, Novell Open Enterprise Server 10 and 11 (OES 10 and OES 11), and Windows 2008. OES 11 is running on the servers in the six field offices. The OSA needs assistance implementing new network equipment and services that will be available at the main office, six field offices and three work sites. The equipment and services that need to be implemented include installing a HP 3PAR StoreServ 7200 (HP 3PAR) as a Storage Area Network (SAN), repurposing a HP EVA 4400 (HP EVA) SAN, modifying existing backup scripts, retiring a HP StorageWorks 1500 Modular Smart Array (HP MSA 1500) SAN, installing new Cisco switches, installing new Cisco firewalls, installing backup equipment, patching current GroupWise system, upgrading GroupWise system, implementing ZCM Patch Management, upgrading a VMware Server 3.5, installing a Novell Filr appliance, retiring Netware servers, supporting OSA staff in packaging notebook and desktop applications for automated installation, and imaging computers.

Project Deliverables

The following deliverables are to be completed. The features to be configured are listed below each deliverable. The deliverables are listed in the order of priority. All deliverables require the creation of an implementation plan that must be reviewed with and approved by the OSA's director of technology and network administrator.

- HP 3PAR SAN Installation - Implement a HP 3PAR with 64 TB of data as a SAN. Move existing services from the HP EVA to the HP 3PAR.
 - Review OSA staff's racking of HP 3PAR equipment and make corrections as necessary.
 - Install and configure the new HP 3PAR
 - Integrate or replace the existing SAN fiber channel switches.
 - Move virtual machine LUNs (logical unit number) to HP 3PAR
 - Move all remaining services from HP EVA to the HP 3PARMove LUNs associated with physical server to HP 3PAR.
- HP EVA Repurpose – Configure the existing HP EVA to be used for services currently performed by the HP MSA 1500

- Identify any LUNs that have not been moved to the HP 3PAR and determined if they need to be retained.
- Evaluate the space used by each LUN and reconfigure to meet the new needs of the OSA. At a minimum, LUNs will need to be configured for the following two needs:
 - Field Server backup
 - Online Backup
- Online Backup Modification – Modify existing Robocopy and rsync scripts to backup data to HP EVA
 - Modify online backup scripts using Robocopy and rsync to replicate data to the HP EVA.
 - Provide up to 80 hours improving scripts.
- HP MSA 1500 Retirement – After moving all services to the HP EVA, prepare the HP MSA to be shut down and removed from network.
 - Move LUNs from the MSA 1500 to the HP EVA or HP 3PAR, as planned.
 - Un-assign all LUNs and any configuration on the fiber channel switches.
 - Remove the MSA 1500 from the network so that other equipment knows it is gone.
- Cisco Switch Replacement – Configure and replace six Cisco switches.
 - Out Side Switch
 - Replace and configure existing 10/100 24 Port Switch with a 10/00/1000 Gigabit Switch
 - DMZ Switch
 - Replace the configure existing 10/100 24 Port Switch with a 10/100/1000 Gigabit Switch
 - User Switches
 - Replace the 4 existing 10/100 48 Port Switch's with 4 10/100/1000 Ethernet switches.
 - Install as a stackable configuration.
 - Configure 2 redundant uplinks to the core switch.
 - Work with OSA to preform after-hours cutover.
- Main Office Cisco PIX Firewall Replacement - Replace the existing two Cisco PIX 515 firewalls with two Cisco ASA 5510's. Retain the existing VPN connections between the OSA's main office and field offices/worksites. Implement Workstation to Cisco ASA SSL VPN for OSA Staff to establish a VPN connection to the OSA's main office when they are not located at the main office or field offices/worksites.
 - Replace the two existing Cisco 515 Pix with two redundant ASA 5510's
 - Configure failover and redundancy as allowed by ASA 5510 and licensing.
 - Configure gigabit Ethernet on all interfaces (inside, outside and DMZ).
 - Configure the firewall rules on the Cisco ASA 5510's. The rules from the Cisco PIX 515 should be used as the starting point for configuring the Cisco ASA 5510's. Modifications should be made as appropriate.
 - Configure client VPN endpoint.
- Field Office Cisco PIX Firewall Replacements - Replace the existing PIX 501's located in field offices and worksites with Cisco ASA 5505's (9 locations). Retain the existing VPN connections between the OSA's main office and field offices/worksites. Review the feasibility and provide a recommendation for connecting the field offices and worksites directly to the Minneapolis field office which currently functions as the OSA's alternative disaster recovery site.
 - Replace and configure Cisco ASA 5505's with site to site VPN at 9 Locations.
 - Review the feasibility and provide a recommendation for connecting the field offices and worksites directly to the Minneapolis field office.

- GroupWise Maintenance and Upgrade – Apply appropriate patches to current GroupWise 2012 system. Upgrade GroupWise 2012 to the new version, if released.
 - Review GroupWise 2012 and apply appropriate patches. Patches should be reviewed and applied in the fall of 2013 and spring of 2014.
 - Upgrade GroupWise 2012 to any new version release before the end of the contract.
 - Provide support for the packaging of the GroupWise client in ZCM and workstation/notebook imaging. This includes answer questions and resolving problems.
- ZCM Patch Management Implementation - Implement ZCM Patch Management to aid in workstation patching.
 - Install and configure ZCM patch management.
 - Train OSA staff on managing ZCM patch management.
 - Recommend other strategies on patch management, as appropriate.
- Disaster Recovery VMware ESX Server Upgrade- Upgrade current VMware ESX Server to the current version of VMware ESX that is running at main office in St. Paul.
 - Upgrade VMWare ESX server from ESX 3.5 to 5.1
- Novell Filr Appliance Implementation
 - Install and Configure Novell Filr appliance on a VM Ware virtual server.
 - Package distribution of Filr client and removal of iFolder 2.0 client through Novell ZCM.
 - Provide OSA staff support with moving users from iFolder 2.0 to Filr. This will include answering questions and resolving problems with the move.
 - Remove iFolder application and data from Novell cluster.
- Netware Retirement – Move any services still running on Netware to OES 11 server(s) or Novell appliance(s), as appropriate. Remove all NetWare servers and dependencies from the network.
 - Create a new Novell iPrint server using a Novel appliance or OES 11 server.
 - Configure approximately 20 Ricoh network printers to use the new iPrint server.
 - Provide support to OSA staff with configuring workstations and notebook computer to use new iPrint server. This includes answering questions and resolving problems.
 - Create a new OES 11 server and configure it to function as a replacement to the current Intranet server.
 - Configure scanning functions on Ricoh copiers to work with OES 11.
 - Identify any remaining services that are dependent on Netware and move them to OES 11.
 - Move all data from Netware servers to an appropriate location on SAN or OES 11 servers.
 - Remove all Netware dependencies and shutdown Netware servers.
- Novell ZCM Application Packaging
 - Provide up to 80 hours of support to OSA staff for packaging applications in Novell ZCM for distribution to workstations and notebook computers. This includes answering questions and resolving problems.
- Workstation Imaging - Create a base image for a notebook computer that will be purchased in the spring of 2014.
 - Create base images of new laptops.
 - Update the existing imaging process where scripts install applications after base image has been applied to a notebook computer. As an alternative, Novell ZCM will be used to install applications after the image has been applied to a notebook computer.
 - Integrate any new application into the imaging process.
- General Support

- Provide up to 160 hours of support for network and connected equipment. Current environment includes:
 - VMware ESX Server
 - ESX 3.5 & 4.0
 - Cisco
 - ASA 5510
 - ASA 5505
 - PIX 515E
 - PIX 501
 - Catalyst 3750 switches
 - Catalyst 2960 switches
 - Novell
 - NetWare 6.5
 - SUSE Linux Enterprise (SLE) 9, 10
 - Open Enterprise Server (OES) 10, 11
 - GroupWise Server 2012
 - GroupWise Client 8 and 2012
 - iFolder 2.x
 - Filr
 - ZCM/ZENworks
 - Microsoft
 - Windows Server 2003 and 2008 SP2
 - Windows 7 workstation and notebook computers
 - Symantec Antivirus – Corporate edition
 - Forefront Endpoint Protection
 - Syncsort Backup Express

Project Milestones and Schedule

- Project Start Date
 - On or after October 25, 2013
- Key deliverable dates

○ HP 3PAR SAN Installation	11/29/2013
○ HP EVA Repurpose	12/9/2013
○ Online Backup Modification	12/16/2013
○ HP MSA 1500 Retirement	1/2/2014
○ Cisco Switch Replacement	3/3/2014
○ Main Office Cisco PIX Firewall Replacement	3/3/2014
○ Field Office Cisco PIX Firewall Replacements	3/3/2014
○ Backup Implementation	4/1/2014
○ GroupWise Maintenance and Upgrade	4/15/2014
○ ZCM Patch Management Implementation	5/1/2014
○ Minneapolis Disaster Recovery VMware ESX Server Upgrade	5/15/2014
○ Novell Filr Appliance Implementation	6/2/2014
○ Netware Retirement	6/16/2014
○ Novell ZCM Application Packaging	6/30/2014
○ Workstation Imaging	6/30/2014
○ General Support	6/30/2014

- End Date
 - June 30, 2014

Project Environment (State Resources)

- Staff descriptions:
 - a) Number of people on the project
The OSA has 1 network administrator who will work closely with the consultant.
 - b) One Project Manager
- Current support structures in place:
The OSA has a main office located 525 Park Street, Suite 500, St. Paul, MN 55103, six field offices located in Rochester, Mankato, Marshall, Moorhead, Minneapolis, and Duluth and three worksites located at Ramsey County, City of St. Paul and Anoka County. All field offices and worksites are connected to the main office by VPN using a Cisco PIX 501 at each location. Each field office has a server running Novell OES 11 for print and file services. The main office has several Novell OES servers for print and file, GroupWise 2012 email, iFolder 2.x and ZENworks services. In addition, the main office has several Microsoft Windows 2008 servers for website and database services and a SUSE Enterprise Linux backup server.

The OSA primary software packages are:

- Microsoft Office 2010
- FileMaker Pro 12
- Thomson RIA Checkpoint
- CaseWare Working Papers
- Novell iFolder 2.x
- Novell GroupWise 2012
- Central Data Management System (written in C#. Net)
- Microsoft Internet Explorer 10
- Symantec Antivirus
- Cisco VPN Client
- Novell NetWare 6.5
- Novell OES 10 and 11
- SUSE Linux
- Syncsort Backup Express
- Microsoft SQL Server 2008
- Microsoft Windows Server 2003 & 2008

Additional software packages include:

- Lotus 123 97
- Lotus Approach 97

Agency Project Requirements

- All server installations will be done at the OSA's main office. General network support may require working with network equipment located in field offices or worksites in addition to servers in the main office. Travel is not expected to be necessary for working with network equipment located in field offices or worksites.
- The vendor will train the network administrator sufficiently so he can properly use and manage the servers and software.
- The vendor will include in their estimated costs the cost of obtaining sufficient knowledge of the OSA's network and business needs in their proposal.

Responsibilities Expected of the Selected Vendor

- The vendor will designate one person who has at least 10 years of experience as a senior network engineer as the primary architect for this project. This person will obtain a complete understanding of the OSA's technology infrastructure and coordinate all recommendations made to the OSA for implementing the deliverables. The vendor will use additional staff with appropriate experience as necessary.
- The vendor will provide updated documentation for changes to the basic configuration of the servers and SAN.
- The vendor will keep all OSA documents in an encrypted drive (PGP, GPG, TrueCrypt or PointSec).
- The vendor will be responsible for completing all deliverables within the agreed-upon time and cost.
- The vendor will transfer sufficient knowledge to the network administrator so they can properly administer the servers and SAN.
- The vendor will develop a work plan for completing the deliverables. The vendor will review the work plan with the OSA's director of technology and network administrator before beginning work on the deliverables.
- The vendor will submit the hourly rates for the individuals they will be assigning to this project.

Required Skills (These are to be scored as pass/fail requirements)

The person designated by the vendor for this project will meet the following minimum qualifications:

- A CNE or equivalent;
- Minimum of 10 years of experience as a senior network engineer;
- Minimum of 5 years of experience installing and working with Cisco equipment such as Cisco ASA5510, Cisco Catalyst switch, and Cisco PIX;
- Minimum of 5 years of experience installing and working with Syncsort Backup software;
- Minimum of 5 years of experience migrating between versions of ZCM;
- Minimum of 5 years of experience installing and working with VMware ESX ;
- Minimum of 5 years of experience working with ZCM Patch Management; and
- Minimum of 5 years of experience upgrading virtual servers.

Process Schedule

- | | |
|---|------------------------------|
| • Deadline for Questions | 10/11/2013, 12:00 PM CDT CST |
| • Posted Response to Questions | 10/14/2013, 12:00 PM CST CDT |
| • Proposals due | 10/18/2013, 12:00 PM CST CDT |
| • Anticipated proposal evaluation and interviews begins | 10/21/2013, 12:00 PM CST CDT |
| • Anticipated decision | 10/25/2013, 12:00 PM CST CDT |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 10/11/2013, 12:00 PM CST CDT to:

Name: Mark Stathopoulos

E-mail Address: mark.stathopoulos@osa.state.mn.us or mstathopoulos@osa.state.mn.us or mstathopoulos@auditor.state.mn.us Questions and answers will be posted on the MN.IT Services web site by 10/14/2013, 12:00 PM CST CDT (http://mn.gov/buyit/statements/mcp902ts_active.html).

SOW Evaluation Process

Categories and scoring methodology/criteria: Responses will be scored on a 100 point scale. Responses will be evaluated in the following categories.

- Experience (30 points)
- Work Plan/Understanding of the work that needs to be done (20 points)
- Cost (30 points)
- Interview (20 points)

Interview will be conducted at OSA Main Office, 525 Park St #500, St. Paul, MN 55103.

You will be contacted by telephone.

Response Requirements

- Introduction.
- Company overview.
 - a) Company history, growth.
 - b) Current financial data if publicly available.
- Project Overview.
- Detailed response to “business need” and “project deliverables”.
 - a) Description of an understanding of the project.
 - b) Detail the steps necessary to complete each deliverable.
 - c) Detail how much time will be spent on each deliverable.
 - d) Detail of the estimated cost it will take to complete each deliverable with total cost.
 - e) Include description of any additional hardware, software, or other items that may be required to complete deliverables.
- References: Provide three client references for similar type of work.
- Detailed explanation of how the person designated by the vendor as primary architect for this project will meet the following minimum qualifications:
 - A CNE or equivalent;
 - Minimum of 10 years of experience as a senior network engineer;
 - Minimum of 5 years of experience installing and working with Cisco equipment such as Cisco ASA5510, Cisco Catalyst switch, and Cisco PIX;
 - Minimum of 3 years of experience installing and working with Syncsort Backup software;
 - Minimum of 5 years of experience migrating between versions of ZCM;
 - Minimum of 5 years of experience installing and working with ESX VMWare;
 - Minimum of 5 years of experience working with ZCM Patch Management; and
 - Minimum of 5 years of experience upgrading virtual server.
- Conflict of interest statement as it relates to this project.
See additional information on page 10.
- Required forms to be returned or additional provisions that must be included in proposal.
 - a) Affidavit of non-collusion.
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - b) VETERAN-OWNED PREFERENCE FORM (if applicable)
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
 - c) RESIDENT VENDOR FORM (if applicable)

STATE OF MINNESOTA RESIDENT VENDOR FORM

In accordance with Laws of Minnesota 2013, Chapter 142, Article 3, Section 16, amending Minn. Stat. § 16C.02, subd. 13, a "Resident Vendor" means a person, firm, or corporation that:

- (1) is authorized to conduct business in the state of Minnesota on the date a solicitation for a contract is first advertised or announced. It includes a foreign corporation duly authorized to engage in business in Minnesota;
- (2) has paid unemployment taxes or income taxes in this state during the 12 calendar months immediately preceding submission of the bid or proposal for which any preference is sought;
- (3) has a business address in the state; and
- (4) has affirmatively claimed that status in the bid or proposal submission.

To receive recognition as a Minnesota Resident Vendor ("Resident Vendor"), your company must meet each element of the statutory definition above by the solicitation opening date and time. If you wish to affirmatively claim Resident Vendor status, you should do so by submitting this form with your bid or proposal.

Resident Vendor status may be considered for purposes of resolving tied low bids or the application of a reciprocal preference.

I HEREBY CERTIFY THAT THE COMPANY LISTED BELOW:

1. Is authorized to conduct business in the State of Minnesota on the date a solicitation for a contract is first advertised or announced.
(This includes a foreign corporation duly authorized to engage in business in Minnesota.)

☐ Yes ☐ No (must check yes or no)

2. Has paid unemployment taxes or income taxes in the State of Minnesota during the 12 calendar months immediately preceding submission of the bid or proposal for which any preference is sought.

☐ Yes ☐ No (must check yes or no)

3. Has a business address in the State of Minnesota.

☐ Yes ☐ No (must check yes or no)

4. Agrees to submit documentation, if requested, as part of the bid or proposal process, to verify compliance with the above statutory requirements.

☐ Yes ☐ No (must check yes or no)

BY SIGNING BELOW, you are certifying your compliance with the requirements set forth herein and claiming Resident Vendor status in your bid or proposal submission.

Name of Company: _____ Date: _____

Authorized Signature: _____ Telephone: _____

Printed Name: _____ Title: _____

IF YOU ARE CLAIMING RESIDENT VENDOR STATUS, SIGN AND RETURN THIS FORM WITH YOUR BID OR PROPOSAL SUBMISSION.

Proposal Submission Instructions

- Response Information:
 - a) To whom to address the response:
Mark Stathopoulos
 - b) Where to respond
mark.stathopoulos@osa.state.mn.us or mstathopoulos@osa.state.mn.us, or
mstathopoulos@auditor.state.mn.us
 - c) How to label the response
The subject line of the email must include the words “IT Proposal”.
- How to submit:
Email Proposal shall be submitted by email attachment in an Adobe Acrobat document.
- Key dates:
 - a) Response must be received by the OSA’s email system no later than: 10/18/2013, 12:00 PM CDT
 - b) Expiration date for the Responder’s price/terms guarantee: 6/30/2014, 12:00 PM CST
 - c) Constraints or rules on respondents: All questions shall be directed only to Mark Stathopoulos.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State’s award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The Responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances that could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, the Responder is unable or potentially unable to render impartial assistance or advice to the State, or the Responder’s objectivity in performing the contract work is or might be otherwise

impaired, or the vendor has an unfair competitive advantage. The Responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD"), which must include a description of the action which the Responder has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. The provisions of this clause must be included in all subcontracts for work to be performed to preserve the State's rights.

Veteran-owned/Service Disabled Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to certified small businesses that are majority-owned and operated by:

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) any other veteran-owned small businesses certified under section 16C.19, paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation. Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by e-mail at mmd.help.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Statement of Work does not obligate the State to award a work order or complete the assignment, and the State reserves the right to cancel the solicitation if it is considered to be in its best interest. The Office of the State Auditor reserves the right to reject any and all proposals.

Liability

Each party will be responsible for its own acts and behavior and the results thereof. The Minnesota Torts Claims Act, Minn. Stat. § 3.736 and other applicable laws govern the State's liability.

**STATE OF MINNESOTA
AFFIDAVIT OF NONCOLLUSION**

I certify under penalty of perjury:

1. That I am the Responder (if the Responder is an individual), a partner in the company (if the Responder is a partnership), or an officer or employee of the responding corporation having authority to sign on its behalf (if the Responder is a corporation);
2. That the proposal submitted in response to the State of Minnesota Statement of Work has been arrived at by the Responder independently and has been submitted without collusion with and without any agreement, understanding or planned common course of action with, any other Responder of materials, supplies, equipment or services described in the Statement of Work, designed to limit fair and open competition;
3. That the contents of the proposal have not been communicated by the Responder or its employees or agents to any person not an employee or agent of the Responder and will not be communicated to any such persons prior to the official opening of the proposals;
4. That neither I, nor any member or agent of this company or corporation, have or will contact other companies regarding participation in any future reverse auction conducted under this program; and
5. That I am fully informed regarding the accuracy of the statements made in this affidavit.

Responder's Firm Name: _____

Authorized Signature: _____

Date: _____

Subscribed and sworn to me this _____ day of _____

Notary Public

My commission expires: _____

STATE OF MINNESOTA
IT Professional Services Master Contract Work Order

This work order is between the State of Minnesota, acting through its Office of the State Auditor ("State") and _____ ("Contractor"). This work order is issued under Contract T-Number 902TS, Swift Number _____ and is subject to all provisions of the master contract which is incorporated by reference.

Recitals

1. Under Minn. Stat. § 15.061 the State is empowered to engage such assistance as deemed necessary.
2. The State is in need of assistance installing and configuring new network equipment that will be available to the main and six field offices. The equipment that needs to be installed includes _____.
3. The Contractor represents that it is duly qualified and agrees to perform all services described in this work order to the satisfaction of the State.

Work Order

1. Term of Work Order

- 1.1. *Effective date:* _____, or the date the State obtains all required signatures under Minn. Stat. § 16C.05, subd. 2, whichever is later.

[The Contractor must not begin work under this work order until it is fully executed and the Contractor has been notified by the State's Authorized Representative to begin the work.]

- 1.2. *Expiration date:* June 30, 2014, or until all obligations have been satisfactorily fulfilled, whichever occurs first.

2. Contractor's Duties

The Contractor, who is not a state employee, will:

- 2.1. HP 3PAR SAN Installation - Implement a HP 3PAR with 64 TB of data as a SAN. Move existing services from the HP EVA to the HP 3PAR.
 - 2.1.1. Review OSA staff's racking of HP 3PAR equipment and make corrections as necessary.
 - 2.1.2. Install and configure the new HP 3PAR
 - 2.1.3. Integrate or replace the existing SAN fiber channel switches.
 - 2.1.4. Move virtual machine LUNs (logical unit number) to HP 3PAR
 - 2.1.5. Move all remaining services from HP EVA to the HP 3PAR
 - 2.1.6. Move LUNs associated with physical server to HP 3PAR.
- 2.2. HP EVA Repurpose – Configure the existing HP EVA to be used for services currently performed by the HP MSA 1500
 - 2.2.1. Identify any LUNs that have not been moved to the HP 3PAR and determined if they need to be retained.
 - 2.2.2. Evaluate the space used by each LUN and reconfigure to meet the new needs of the OSA. At a minimum, LUNs will need to be configured for the following two needs:
 - 2.2.2.1. Field Server backup
 - 2.2.2.2. Online Backup
- 2.3. Online Backup Modification – Modify existing Robocopy and rsync scripts to backup data to HP EVA
 - 2.3.1. Modify online backup scripts using Robocopy and rsync to replicate data to the HP EVA.
 - 2.3.2. Provide up to 80 hours improving scripts.
- 2.4. HP MSA 1500 Retirement – After moving all services to the HP EVA, prepare the HP MSA to be shut down and removed from network.
 - 2.4.1. Move LUNs from the MSA 1500 to the HP EVA or HP 3PAR, as planned.
 - 2.4.2. Un-assign all LUNs and any configuration on the fiber channel switches.
 - 2.4.3. Remove the MSA 1500 the network so that other equipment knows it is gone.

- 2.5. Cisco Switch Replacement – Configure and replace six Cisco switches.
 - 2.5.1. Out Side Switch
 - 2.5.1.1. Replace and configure existing 10/100 24 Port Switch with a 10/00/1000 Gigabit Switch
 - 2.5.2. DMZ Switch
 - 2.5.2.1. Replace the configure existing 10/100 24 Port Switch with a 10/100/1000 Gigabit Switch
 - 2.5.3. User Switches
 - 2.5.3.1. Replace the 4 existing 10/100 48 Port Switch's with 4 10/100/1000 Ethernet switches.
 - 2.5.3.2. Installed as a stackable configuration.
 - 2.5.3.3. Configure 2 redundant uplinks to the core switch.
 - 2.5.3.4. Work with OSA to preform after-hours cutover.
- 2.6. Main Office Cisco PIX Firewall Replacement - Replace the existing two Cisco PIX 515 firewalls with two Cisco ASA 5510's. Retain the existing VPN connections between the OSA's main office and field offices/worksites. Implement Workstation to Cisco ASA SSL VPN for OSA Staff to establish a VPN connection to the OSA's main office when they are not located at the main office or field offices/worksites.
 - 2.6.1. Replace the two existing Cisco 515 Pix with two redundant ASA 5510's
 - 2.6.2. Configure failover and redundancy as allowed by ASA 5510 and licensing.
 - 2.6.3. Configure gigabit Ethernet on all interfaces (inside, outside and DMZ).
 - 2.6.4. Configure the firewall rules on the Cisco ASA 5510's. The rules from the Cisco PIX 515 should be used as the starting point for configuring the Cisco ASA 5510's. Modifications should be made as appropriate.
 - 2.6.5. Configure client VPN endpoint.
- 2.7. Field Office Cisco PIX Firewall Replacements - Replace the existing PIX 501's located in field offices and worksites with Cisco ASA 5505's (9 locations). Retain the existing VPN connections between the OSA's main office and field offices/worksites. Review the feasibility and provide a recommendation for connecting the field offices and worksites directly to the Minneapolis field office which currently functions as the OSA's alternative disaster recovery site.
 - 2.7.1. Replace and configure Cisco ASA 5505's with site to site VPN at 9 Locations.
 - 2.7.2. Review the feasibility and provide a recommendation for connecting the field offices and worksites directly to the Minneapolis field office.
- 2.8. GroupWise Maintenance and Upgrade – Apply appropriate patches to current GroupWise 2012 system. Upgrade GroupWise 2012 to the new version, if release.
 - 2.8.1. Review GroupWise 2012 and apply appropriate patches. Patches should be reviewed and applied in the fall of 2013 and spring of 2014.
 - 2.8.2. Upgrade GroupWise 2012 to any new version release before the end of the contract.
 - 2.8.3. Provide support for the packaging of the GroupWise client in ZCM and workstation/notebook imaging. This includes answer question and resolving problems.
- 2.9. ZCM Patch Management Implementation - Implement ZCM Patch Management to aid in workstation patching.
 - 2.9.1. Install and configure ZCM patch management.
 - 2.9.2. Train OSA staff on managing ZCM patch management.
 - 2.9.3. Recommend other strategies on patch management, as appropriate.
- 2.10. Disaster Recovery VMware ESX Server Upgrade- Upgrade current VMware ESX Server to the current version of VMware ESX that is running at main office in St. Paul.
 - 2.10.1. Upgrade VMWare ESX server from ESX 3.5 to 5.1

- 2.11. Novell Filr Appliance Implementation
 - 2.11.1. Install and Configure Novell Filr appliance on a VM Ware virtual server.
 - 2.11.2. Package distribution of Filr client and removal of iFolder 2.0 client through Novell ZCM.
 - 2.11.3. Provide OSA staff support with moving users from iFolder 2.0 to Filr. This will include answering questions and resolving problems with the move.
 - 2.11.4. Remove iFolder application and data from Novell cluster.
- 2.12. Netware Retirement – Move any services still running on Netware to OES 11 server(s) or Novell appliance(s), as appropriate. Remove all NetWare servers and dependencies from the network.
 - 2.12.1. Create a new Novell iPrint server using a Novel appliance or OES 11 server.
 - 2.12.2. Configure approximately 20 Ricoh network printers to use the new iPrint server.
 - 2.12.3. Provide support to OSA staff with configuring workstations and notebook computer to use new iPrint server. This includes answering questions and resolving problems.
 - 2.12.4. Create a new OES 11 server and configure it to function as a replacement to the current Intranet server.
 - 2.12.5. Configure scanning functions on Ricoh copiers to work with OES 11.
 - 2.12.6. Identify any remaining services that are dependent on Netware and move them to OES 11.
 - 2.12.7. Move all data from Netware servers to an appropriate location on SAN or OES 11 servers.
 - 2.12.8. Remove all Netware dependencies and shutdown Netware servers.
- 2.13. Novell ZCM Application Packaging
 - 2.13.1. Provide up to 80 hours of support to OSA staff for packaging applications in Novell ZCM for distribution to workstations and notebook computers. This includes answering questions and resolving problems.
- 2.14. Workstation Imaging - Create a base image for a notebook computer that will be purchased in the spring of 2014.
 - 2.14.1. Create base images of new laptops.
 - 2.14.2. Update the existing imaging process where scripts install applications after base image has been applied to notebook computer. As an alternative, Novell ZCM will be used to install applications after the image has been applied to notebook computer.
 - 2.14.3. Integrate any new application into the imaging process.
- 2.15. General Support
 - 2.15.1. Provide up to 160 hours of support for network and connected equipment. Current environment includes:
 - 2.15.1.1. VMware ESX Server
 - 2.15.1.1.1. ESX 3.5 & 4.0
 - 2.15.1.2. Cisco
 - 2.15.1.2.1. ASA 5510
 - 2.15.1.2.2. ASA 5505
 - 2.15.1.2.3. PIX 515E
 - 2.15.1.2.4. PIX 501
 - 2.15.1.2.5. Catalyst 3750 switches
 - 2.15.1.2.6. Catalyst 2960 switches
 - 2.15.1.3. Novell
 - 2.15.1.3.1. NetWare 6.5
 - 2.15.1.3.2. SUSE Linux Enterprise (SLE) 9, 10
 - 2.15.1.3.3. Open Enterprise Server (OES) 10, 11
 - 2.15.1.3.4. GroupWise Server 2012
 - 2.15.1.3.5. GroupWise Client 8 and 2012
 - 2.15.1.3.6. iFolder 2.x

- 2.15.1.3.7. Filr
- 2.15.1.3.8. ZCM/ZENworks
- 2.15.1.4. Microsoft
 - 2.15.1.4.1. Windows Server 2003 and 2008 SP2
 - 2.15.1.4.2. Windows 7 workstation and notebook computers
- 2.15.1.5. Symantec Antivirus – Corporate edition
- 2.15.1.6. Forefront Endpoint Protection
- 2.15.1.7. Syncsort Backup Express

3. Considerations and Payment

3.1. **Consideration.** The State will pay for all services performed by the Contractor under this work order as follows:

3.1.1. **Compensation.** The Contractor will be paid as follows:

Deliverable	Estimated Hours	Compensation
HP 3PAR SAN Installation		
HP EVA Repurpose		
Online Backup Modification		
HP MSA 1500 Retirement		
Cisco Switch Replacement		
Main Office Cisco PIX Firewall Replacement		
Field Office Cisco PIX Firewall Replacements		
GroupWise Maintenance and Upgrade		
ZCM Patch Management Implementation		
Disaster Recovery VMware ESX Server Upgrade		
Novell Filr Appliance Implementation		
Netware Retirement		
Novell ZCM Application Packaging		
Workstation Imaging		
General Support	160	
Total		

3.1.2. **Travel Expenses.** Reimbursement for travel and subsistence expenses actually and necessarily incurred by the Contractor as a result of this work order will not exceed \$0.00.

3.1.3. **Invoices.** The State will promptly pay the Contractor after the Contractor presents an itemized invoice for the services actually performed and the State's Authorized Representative accepts the invoiced services. Invoices for providing up to 160 hours of support for network and network equipment must be submitted timely in the month following when the support was provided. Invoices must be submitted timely upon completion of each deliverable.

4. Liability

The Contractor must indemnify, save, and hold the State, its agents, and employees harmless from any claims or causes of action, including attorney's fees incurred by the State, arising from the performance of this contract by the Contractor or the Contractor's agents or employees. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligations under this contract.

5. Authorized Representatives

The State's Authorized Representative is Mark Stathopoulos. The State's Authorized Representative will certify acceptance on each invoice submitted for payment.

The Contractor's Authorized Representative is _____. If the Contractor's Authorized Representative changes at any time during this work order, the Authorized Representative must immediately notify the State.

1. STATE ENCUMBRANCE VERIFICATION

Individual certifies that funds have been encumbered as required by Minn. Stat. 16A.15 and 16C.05.

By: _____

Date: _____

CFMS Contract No.: _____

2. STATE OFFICE

By: _____
(with delegated authority)

Title: _____

Date: _____

3. CONTRACTOR

The Contractor certifies the appropriate person(s) have executed the contract on behalf of the Contractor as required by applicable articles or bylaws

By: _____

Title: _____

Date: _____